

Central Intelligence Agency



Washington, D. C. 20505

23 AUG 1988

Mr. Ed White
Vice President
Computer Operations Group
Federal Express Corporation
3955 Airways, Module 1
Memphis, TN 38116

Dear Mr. White:

I certainly appreciate your generous offer of hospitality and am looking forward to meeting with you on 7 September. We have planned our arrival for the evening of the 6th. Our group would be very pleased to visit the HUB and your computer and call centers. Of particular interest, for the purpose of our discussions, would be the criteria you use in measuring systems availability, the resources you have dedicated to on-call activities, and your use of availability measurements with respect to incentive programs.

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In response to our telephone conversation, I have attached brief biographic profiles of the members of our group and an itinerary. Please provide us with the name and telephone number of a contact whom we may call upon our arrival at your facility. If I have failed to cover anything or you have any questions, I can be contacted on [redacted] For any administrative matters, your staff may contact [redacted] of my management office at [redacted]

Once again, please accept our thanks for your invitation.

Sincerely,



Deputy Director
Office of Information Technology

Enclosures

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Itinerary

6 Sept Depart Dulles International Airport 1810
 Flight 837, Northwest Airlines
 Arrive Memphis International Airport 1918

8 Sept Depart Memphis International Airport 0600
 Flight 912, United Airlines
 Arrive Chicago 1036, depart Chicago 1120
 Flight 340 United Airlines
 Arrive Dulles International Airport 1400

Hotel Accommodations

6 - 8 Sept Memphis Airport Hilton Inn
 Phone Number (901) 332-1130

SUBJECT: OIT Staff Trip to Federal Express 6 - 8 September 1988

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OIT/MG/MSD [redacted] (22 Aug 88)

Distribution:

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